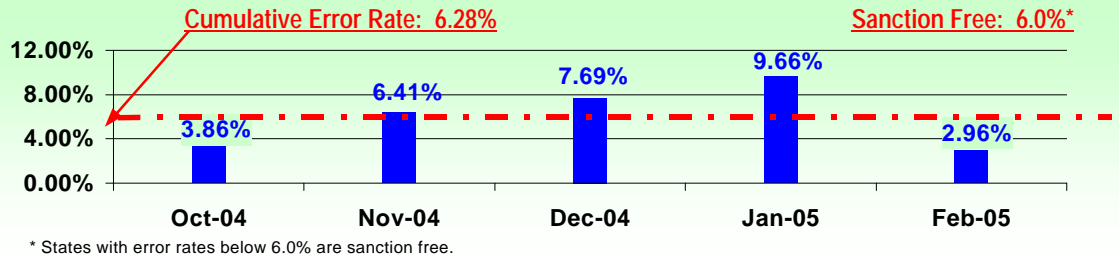


# QC/QA NEWSLETTER

*"To enrich lives through effective and caring service"*

## FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2005



## QUICK TIPS - FOOD STAMPS

**W**hen a participant reports he/she is self-employed, remember to determine if the participant is claiming any expenses and input the information in the **Incurred/Estimated** screen.

**I**f the participant reports a change in shelter cost, remember to update the **Shelter/Utilities** screen.

**I**f the participant is a disabled (as defined in 63-102e) or aged, remember to ask if she/he is incurring any medical expenses.

**R**emember to check the pay frequency and date the participant gets paid when inputting income in the **Earned Income** screen.

**W**hen an applicant applies for benefits and she/he is already working and receiving earned income, then the income pattern should not be fluctuating for the beginning months of aid, but should be set up as stable, unless the applicant should have a fluctuating income (e.g. day laborer) or expects or anticipates any changes in the next quarter. Remember to document the **Case Comments** screen.

## QUICK TIPS - MEDI-CAL

**M**edi-Cal Quality Assurance case reviews for November 2004 showed redeterminations were completed late in 4.64% of the cases reviewed. In addition, 37.02% of the cases did not have Income and Eligibility Verification System (IEVS) printouts on file. The IEVS printouts must be obtained for each adult with a valid Social Security Number (SSN) prior to completion of the Medi-Cal redetermination.

**W**hen an undocumented person reports income from a new source at redetermination, the EW must contact the individual and request one of the following: The most current pay stub available, **or** a signed statement from the employer showing the gross income and the date received, **or** the PA 167 (Monthly Earnings Report) for self-employed and paid in cash, **or** a signed statement (affidavit) showing the amount of earned or unearned income and the dates received.



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